

# WIC Coordinator Training Agenda

DAY 1: Monday, May 5, 2003

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|-------------|---|
| 10:00-10:45 | Welcome/Introductions   |
| 10:45-12:00 | <p>Welcome to WIC</p> <ul style="list-style-type: none"><li>• Goals and Mission of Washington WIC</li><li>• Unique Responsibilities of the WIC Coordinator</li><li>• WIC Staff Roles</li></ul> <p><b><i>Jacqueline Beard, Training Coordinator</i></b></p>                            |
| 12:00-1:00  | Lunch   |
| 1:00-2:45   | <p>Clinic Flow and Efficiency Issues</p> <ul style="list-style-type: none"><li>• Key concepts for efficient clinic services</li><li>• Assessing for clinic flow issues.</li><li>• Self assessment tool</li></ul> <p><b><i>Leanne Burkhalter, Lewis County WIC Coordinator</i></b></p> |
| 2:45-3:00   | Break   |
| 3:00-4:25   | <p>Contracts and Budgets: The Bottom Line</p> <ul style="list-style-type: none"><li>• Contract Overview</li><li>• Managing the WIC Budget</li></ul> <p><b><i>Dick Court, Local Program Consultant</i></b><br/><b><i>Jacqueline Beard</i></b></p>                                      |
| 4:25 - 4:30 | Renewing Your Spirit  |



# WIC Coordinator Training Agenda

DAY 2: Tuesday, May 6, 2003

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|-------------|---|
| 8:30-9:45   | Breastfeeding Promotion in WIC <ul style="list-style-type: none"><li>• What is your role in Breastfeeding Promotion?</li><li>• How WA WIC Measures Up – Breastfeeding Data</li></ul> <b>Jean O’Leary, Breastfeeding Coordinator</b>                             |
| 9:45-10:00  | Break   |
| 10:00-11:30 | The Inside Look at CIMS Reports <ul style="list-style-type: none"><li>• Making Sense of the CIMS Reports</li><li>• Do’s and Don’ts with the Data</li></ul> <b>Jacqueline Beard</b>  |
| 11:30-12:30 | Lunch   |
| 12:30 -1:30 | Fulfilling Legal Requirements <ul style="list-style-type: none"><li>• Civil Rights Requirements</li><li>• Assessing Your Clinic's Legal Requirements</li></ul> <b>Margaret Dosland, Training Consultant</b>   |
| 1:30-3:00   | New Session: Client Compliance Challenges <ul style="list-style-type: none"><li>• Learning about new federal sanctions</li><li>• Putting the "Client Complaint" Process into Effect</li><li>• New challenges</li></ul> <b>Sylvia Matthews, WIC Investigator</b> |
| 3:00-3:15   | Break   |
| 3:15-4:25   | Quality Assurance in WIC <ul style="list-style-type: none"><li>• Introducing the New Monitoring Process</li><li>• Plans for Fiscal Monitoring</li></ul> <b>Marsha Boling, Local Program Consultant</b>  |
| 4:25 - 4:30 | Renewing Your Spirit  |

# WIC Coordinator Training Agenda

DAY 3: Wednesday, May 7, 2003

8:30 - 10:30	Strategies for Caseload Management <ul style="list-style-type: none"><li>• Overview of Caseload Management</li><li>• Strategies for Effective Management</li></ul> <b><i>Kristin Sasseen, Local Program Consultant</i></b>
10:30-10:45	Break
10:45-12:00	Teaming Up with WIC Partners: Client, Staff and Retailers <ul style="list-style-type: none"><li>• Learning About Federal Regulations</li><li>• Retailer Compliance Challenges</li><li>• Preventing Staff Fraud</li></ul> <b><i>Susan Evans, Retailer Authorization and Contracts Coordinator</i></b>
12:00-1:00	Lunch
1:00-2:30	Calculating Staff Hours for Appointment Types <ul style="list-style-type: none"><li>• Unique Calculations for Different Appointment Types</li><li>• How to Calculate No Show Rates</li><li>• Standard Appointment Types</li></ul> <b><i>Mary Candler, Training Consultant</i></b>
2:30-2:45	Break
2:45-4:25	Customizing Your Clinic in CIMS <ul style="list-style-type: none"><li>• Entering New Staff in CIMS</li><li>• Setting Up a Monthly Staff Schedule</li><li>• Adding Clinic Handouts, Topics, Etc.</li><li>• Staffing Pattern Activity</li></ul> <b><i>Margaret Dosland, Training Consultant</i></b>
4:25-4:30	Renewing Your Spirit
4:30-6:00	Computer Lab (Optional)

# WIC Coordinator Training Agenda

DAY 4: Thursday, May 8, 2003

8:30- 10:00

Maximizing Medicaid Revenue

- Maternity Support Services
- Healthy Kids

***Donna Oberg, Seattle King County Health Dept.***

10:00-10:30

Break/Travel Forms

10:30-12:00

Marketing WIC as a Preventive Health Program

- Outreach How To's
- Barriers to Participation
- Effective Marketing Strategies

***Kristin Sasseen, Local Program Consultant***

12:00-12:20

Keeping the Juice!

***Jacqueline Beard***

12:20-12:30

Renewing Your Spirit

Wrap-up and feedback forms

